

STATE OF SOUTH CAROLINA

(Caption of Case)

Upward Endeavors, DBA, Two Men and a Truck of
Greenville's Comments Regarding the Proposal of a
Maximum Rate Tariff System for the Household
Goods Industry

BEFORE THE
PUBLIC SERVICE COMMISSION
OF SOUTH CAROLINA

COVER SHEET

DOCKET
NUMBER: 2007 - 421 - T

(Please type or print)

Submitted by: John J. Pringle, Jr.

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NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

DOCKETING INFORMATION (Check all that apply)

☐ Emergency Relief demanded in petition

☐ Request for item to be placed on Commission's Agenda
expeditiously

☐ Other:

INDUSTRY (Check one)

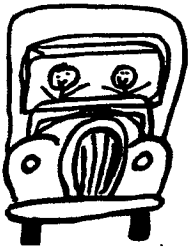
- ☐ Electric
☐ Electric/Gas
☐ Electric/Telecommunications
☐ Electric/Water
☐ Electric/Water/Telecom.
☐ Electric/Water/Sewer
☐ Gas
☐ Railroad
☐ Sewer
☐ Telecommunications
☒ Transportation
☐ Water
☐ Water/Sewer
☐ Administrative Matter
☐ Other:

NATURE OF ACTION (Check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Affidavit | <input type="checkbox"/> Letter | <input type="checkbox"/> Request |
| <input type="checkbox"/> Agreement | <input type="checkbox"/> Memorandum | <input type="checkbox"/> Request for Certification |
| <input type="checkbox"/> Answer | <input type="checkbox"/> Motion | <input type="checkbox"/> Request for Investigation |
| <input type="checkbox"/> Appellate Review | <input type="checkbox"/> Objection | <input type="checkbox"/> Resale Agreement |
| <input type="checkbox"/> Application | <input type="checkbox"/> Petition | <input type="checkbox"/> Resale Amendment |
| <input type="checkbox"/> Brief | <input type="checkbox"/> Petition for Reconsideration | <input type="checkbox"/> Reservation Letter |
| <input type="checkbox"/> Certificate | <input type="checkbox"/> Petition for Rulemaking | <input type="checkbox"/> Response |
| <input checked="" type="checkbox"/> Comments | <input type="checkbox"/> Petition for Rule to Show Cause | <input type="checkbox"/> Response to Discovery |
| <input type="checkbox"/> Complaint | <input type="checkbox"/> Petition to Intervene | <input type="checkbox"/> Return to Petition |
| <input type="checkbox"/> Consent Order | <input type="checkbox"/> Petition to Intervene Out of Time | <input type="checkbox"/> Stipulation |
| <input type="checkbox"/> Discovery | <input type="checkbox"/> Prefiled Testimony | <input type="checkbox"/> Subpoena |
| <input type="checkbox"/> Exhibit | <input type="checkbox"/> Promotion | <input type="checkbox"/> Tariff |
| <input type="checkbox"/> Expedited Consideration | <input type="checkbox"/> Proposed Order | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Interconnection Agreement | <input type="checkbox"/> Protest | |
| <input type="checkbox"/> Interconnection Amendment | <input type="checkbox"/> Publisher's Affidavit | |
| <input type="checkbox"/> Late-Filed Exhibit | <input type="checkbox"/> Report | |

Print Form

Reset Form



TWO MEN AND A TRUCK®

208 Transit Drive
Greenville, SC 29607

“Movers Who Care®”

(864) 329-1228
Fax: (864) 329-1092
www.twomen.com

January 31, 2008

To Whom It May Concern:

I am writing on behalf of Two Men and a Truck, Greenville to express our concerns regarding the proposed maximum rate tariff for the household goods moving industry in South Carolina. Below are a few of the scenarios that we believe would not benefit the customers:

- If a company has the ability to change their rates at any time, they might give an estimate over the phone based on one hourly rate, but then when they arrive at a customer's house they might change that rate based on the difficulty of the job. The customer may not be informed of this until the end of the move, when the bill is presented.
- A set hourly rate is only fair to the customer. They know when they call a company or have an on-site estimate what the company charges and there is no question about it.
- If a company can change their rates, they may set a higher rate based on availability. For instance, a company only has two slots open on a given day and they think they could make more per hour, so they quote the next customer that calls \$10 more per hour. There is no justification as to which customers are charged what. Also, the customer would not know that had they called the day before and booked they would have been charged less.
- Often we have customers call and say that we moved their friend and when we give them a quote based on the items they have, but explain that it is by the hour, they often respond with a comment such as...well, my friend's move didn't cost that much. Currently we are able to say that the friend was charged the same hourly rate and the difference was probably in the amount of furniture moved, a flight of stairs, etc.
- If rates are not set then a company could go on an on-site estimate and offer x percent less than the customer's lowest bid. Price undercutting is not fair to the other moving companies and I don't believe it is fair in the end to the customer because they may make their decision based only on price instead of service.
- Under a maximum rate tariff a company could decide to raise or lower their rates based on season, weekend, availability, etc. this would not be fair to each and every customer.
- The possibility of being able to change rates whenever a company wanted to could result in a large amount of customers being charged incorrectly. Even with our rates set, our movers make mistakes in calculating the bill. If the rate changed often or was different from customer to customer, then there would be even more miscalculations.

Our company feels as though the current system in which South Carolina movers charge is not only best for the customers, but also for the moving companies. Thank you for your consideration of our comments.

Sincerely,

/s/ Bryan D. Feldman

Bryan D. Feldman

President

Upward Endeavors, LLC dba Two Men and a Truck/Greenville

PSCSC 9664-B